

Monthly Performance Report

February 2023



Target
100%

The amount of actual rent and service charges received vs. what was owed.

Feb 2023	Jan 2023	Dec 2022	Nov 2022
98.88%	98.41%	97.77%	98.68%

Performance has Increased from last month and within the expected range.

Number of Fire Risk Assessments Outstanding

0 properties were overdue as at 28th February.

Overall customer satisfaction (transactional)

Target
84%



Feb 2023	Jan 2023	Dec 2022	Nov 2022
83.7%	83.7%	83.4%	83.5%

Satisfaction remained at 83.7% and amber. This is within the target threshold.

Customer satisfaction with responsive repairs (transactional)

Target
84%



Feb 2023	Jan 2023	Dec 2022	Nov 2022
85.7%	85.0%	85.4%	85.5%

Satisfaction has increased on last month and is above target for the year.

Target
100%

Gas Safety Compliance

Feb 2023	Jan 2023	Dec 2022	Nov 2022
99.87%	99.75%	99.73%	99.65%

There were 29 properties requiring a Landlord Gas Safety Record. This is within our risk tolerance of 99.5%

Completed Homes
Target 1,500

As at 28th February 749 homes completed